

The Nursing & Healthcare Alliance Nurse Agency

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Type of inspection:
Unannounced

Completed on:
4 March 2024

Service provided by:
The Nursing and Healthcare Alliance
Ltd

Service provider number:
SP2022000014

Service no:
CS2022000026

About the service

The Nursing and Healthcare Alliance supplies registered nurses to care homes. At the time of inspection there was one nurse working for the agency.

The Nursing and Healthcare Alliance aims: To source and recruit skilled registered nurses via their website, online social networking sites and industry contacts, using a thorough and reliable recruitment process to provide skilled Registered Nurses to Care Homes throughout Glasgow and Argyle.

About the inspection

This was an unannounced virtual inspection which took place between 27 February - 4 March 2024. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered.

In making our evaluations of the service we:

- spoke with three care home providers who used the agency;
- reviewed documents; and
- spoke with one professional.

Key messages

- Care home providers who used the agency spoke highly of the service.
- The agency ensured nursing skills and experience matched clients' needs.
- The agency communicated effectively with care home providers who used the service.
- The agency was responsive to the needs of care home providers who used the service.
- Quality assurance should improve.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How well do we support people's wellbeing?	5 - Very Good
How good is our leadership and staffing?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

5 - Very Good

We evaluated this key question as very good, where the service's performance demonstrated major strengths in supporting positive outcomes for people.

The agency's policies and procedures, aims and objectives reflected values and principles of the Health and Social Care Standards (HSCS) which promote good staff practice and help ensure that people's care arrangements are undertaken in a way that respects their rights and choices.

The small staff team at Nursing and Healthcare Alliance comprised of the registered manager and a business manager. They facilitated the development of positive relationships with care providers who used the service. The agency operated a 24 hour on call service. Service providers who used the agency spoke highly of the professionalism, availability, and responsiveness of agency personnel. They were confident in raising any issues and concerns and that they would be addressed. This demonstrated confidence in the agency service.

An information pack and Service Agreement ensured agency users were well-informed about the service they had purchased.

Agency users confirmed that their needs were matched with the appropriate skills and experience. A service provider shared how the agency nurse worked well as part of their team. Repeated placement requests demonstrated satisfaction with the service provided. One provider who used the service told us "Excellent and went above and beyond".

Agency users could be confident that arrangements were in place to ensure staff were appropriately trained and had a clear understanding of their roles and responsibilities to protect people from harm. This included Infection Prevention Control practice (IPC), assisting with medication, fire awareness and moving and handling. The registered manager placed importance on maintaining and developing clinical knowledge. This helps ensure care and support is delivered in line with best practice guidance.

How good is our leadership and staffing?

4 - Good

We made an evaluation of good for this key question. Several important strengths, taken together, clearly outweighed areas for improvement.

People can expect to use a service that is well managed. The scope of the agency ensured effective management oversight. Feedback from agency users confirmed that the agency was reliable and agency managers were approachable, friendly, and responsive to needs of their service. Comments included "the nurse was excellent, and communication is very good." This demonstrated confidence in the agency.

People should be confident that staff are appropriately and safely recruited. Recruitment policies were in accordance with "Safer Recruitment Through Better Recruitment" guidance. This included the right to work, membership of the Protecting Vulnerable Groups scheme (PVG) and confirmation of registration with the Nursing and Midwifery Council (NMC).

Regular management meetings provided opportunities to discuss the day to day operation of the agency and future developments.

People benefit from opportunities to reflect on practice, discuss wellbeing and develop an individual learning and development plan. Due to the small size of the agency, opportunities had been limited. However, the manager had arranged for an external agency to facilitate one to one supervision.

The agency did not seek formal feedback from people who used the service. This should be further developed to support evaluation of the service and inform the service development plan.

A formal complaints procedure was in place which enabled investigation and action to be taken to bring about improvement should a complaint or concern be made.

The agency had recently produced a formal development plan, to support a culture of continuous improvement. The management team planned to regularly evaluate progress to confirm positive change in the service. The management team were receptive to suggested improvements and demonstrated a commitment to develop the service.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How well do we support people's wellbeing?	5 - Very Good
1.1 People's rights are promoted and respected	5 - Very Good
1.2 People's health and wellbeing benefits from their care and support	5 - Very Good

How good is our leadership and staffing?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
2.3 Staff have the right skills and are confident and competent	4 - Good

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